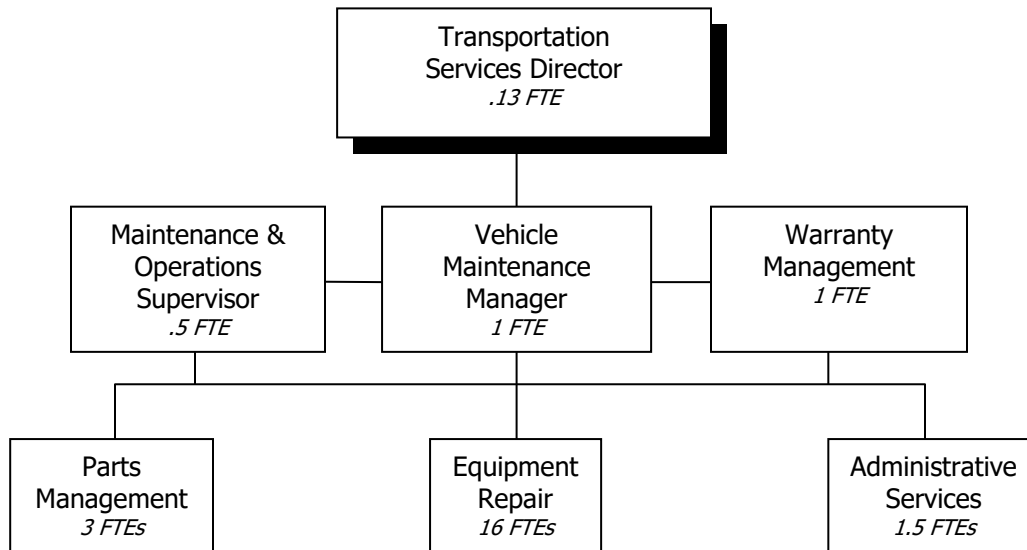

INTERNAL SERVICE

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MOTOR VEHICLE DIVISION FUND 501

ORGANIZATION CHART



MOTOR VEHICLE DIVISION FUND 501

MISSION STATEMENT

Professionally maintain the City's fleet equipment in a safe and efficient manner and at a cost comparable to private enterprise.

SUMMARY

Expenditure Budget	\$7,355,162	FTE's	23.13
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REVENUE DESCRIPTION

The Motor Vehicle Division (MVD) bills departments on a monthly basis for services provided to General Fund Departments, Non-General Fund departments, and other governmental agencies. Services provided are preventative maintenance, general repairs, new vehicle in-service, parts and fuel support and costs, accident repair costs, equipment purchasing/disposal, and warranty recovery for City owned equipment. Other sources of revenue include but are not limited to fuel resale, P-Card rebates, interest, warranty and insurance recovery.

Department costs change from year to year and are based on equipment usage, servicing costs, equipment age, parts cost, fuel costs, and vehicle accidents. Budget is based on equipment on hand and prior years' actual repair and service costs, plus increases based on a standard inflation index.

INVENTORY OF SERVICES**DEPARTMENT** 501/Motor Vehicle Division**ACTIVITY** 1 – Motor Vehicle Division (MVD)

Labor	\$2,654,154
Fuel	2,508,400
Parts Purchased	1,224,584
M&O	968,024
Revenue Offset	(7,400,400)
NET COST	\$(45,238)
TOTAL City FTEs	23.13

DESCRIPTION

- Repair and maintain City cars, trucks, off-road equipment, as well as Transit buses and Para-Transit vans
- Writes specifications and/or coordinates purchasing of City equipment
- Processes warranty reimbursement requests for City equipment
- Coordinates the sale/disposal of equipment with Purchasing

EXPECTED RESULTS

- Maintain a high level of equipment availability
- Maintain equipment warranty records and increase warranty recovery rate
- Maintain a service department productivity rate of 1,650 hours per technician
- Right-size the vehicles purchased and buy green equipment when funds and equipment are available

2017

ACCOMPLISHMENTS

- ◆ Extended equipment oil change intervals
- ◆ Installed electric charging station at MVD
- ◆ Purchased electric vehicles and bio type fuels per WAC Title 194 mandate
- ◆ Ensured equipment life-cycle operating costs and life matched equipment being used

2018 GOALS

- Goal #1 ■ Address State mandatory requirements to reduce fossil fuels with alternative fuels and electricity
- Goal #2 ■ Recover \$200K dollars in warranty reimbursements
- Goal #3 ■ Meet productivity goal of 1,650 hours per Mechanic/Serviceworker
- Goal #4 ■ Continue to reduce fuel usage through equipment choices, education, idle reduction policies

FUTURE TRENDS

- Decrease the City's carbon footprint, per WAC Title 194
- Purchase of hybrid and electric vehicles as replacement vehicles will continue when appropriate
- Use of fleet telematics for tracking, scheduling, and routing of crews and vehicles will be considered

PERFORMANCE
MEASURES

	2016	2017 Est.	2018 Est.
Part numbers stocked	1,730	1,750	1,750
Parts issued	41,000	42,200	42,500
Technician billable hours	20,700	20,800	20,800
Mileage driven	5,227,000	5,766,700	5,950,000
Labor rate per hour	\$118.10	\$118.10	\$115.00

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Buyer	2	Supervisor II	3
Assistant Buyer	1	Equipment Mechanic	10
Office Specialist	1	Equipment Service Worker	4
Maintenance and Operations Supervisor	.50	Vehicle Maintenance Manager	1
Office Assistant	.50	Transportation Services Director	.13

THREE-YEAR COMPARISON

Class	Title	2016	2017	2018
1260	Buyer	2.0	2.0	2.0
1222	Assistant Buyer	1.0	1.0	1.0
2400	Office Specialist	1.0	1.0	1.0
2390	Office Assistant	0.0	0.0	.50
2460	Supervisor II	3.0	3.0	3.0
3690	Equipment Mechanic	10.0	10.0	10.0
3710	Equipment Service Worker	3.0	4.0	4.0
6810	Vehicle Maintenance Manager	1.0	1.0	1.0
6807	Transportation Services Director	.13	.13	.13
3770	M&O Supervisor	0.5	0.5	0.5
	TOTAL FTE	21.63	22.63	23.13

BUDGET CHANGES

This schedule includes only staffing and new program changes from the 2017 Adopted Budget to the 2018 Proposed Budget. It excludes labor cost changes related to cost of living, step, or benefits changes.

FTE	Item	Labor Amount	M & O Amount	Total
0.50	Add 0.50 Office Assistant (other 0.50 to be paid by Transit)	32,841		32,841
	Total	32,841	-	32,841

BUDGETED EXPENDITURES

	2016	2017	2017	2017	2018
	Actual	Adopted Budget	As Amended 9/20/2017	Estimate	Proposed Budget
Fund 501: Motor Vehicles					
Revenue					
Beginning Balance	1,040,012	1,262,654	1,262,654	1,223,379	1,064,273
Charges for Service General Govt	1,448,277	1,338,260	1,338,260	1,338,260	1,599,400
Charges for Service Other Funds	4,746,019	4,908,500	4,908,500	4,908,500	5,327,500
Charges for Service Outside Entities	220,062	252,000	252,000	252,000	392,000
Interest Earnings	11,438	15,000	15,000	12,000	15,000
Miscellaneous Income	88,639	82,000	82,000	82,000	67,000
Inservice Reimbursements	55,864	88,000	88,000	88,000	81,500
Transfers In	-	175,000	175,000	175,000	-
Sale of Assets/Junk Salvage	10,441	4,000	4,000	4,000	2,000
Total Available	7,620,752	8,125,414	8,125,414	8,083,139	8,548,673
Expenditures					
Salaries & Benefits	2,257,893	2,568,477	2,568,477	2,568,477	2,654,154
Fuel	1,635,250	1,631,023	1,631,023	1,631,023	2,508,400
Parts Purchased	1,519,038	1,513,093	1,513,093	1,513,093	1,224,584
M & O	522,326	511,632	511,632	511,632	459,500
Capital Outlays	-	175,000	286,512	286,512	14,000
Interfund Charges	412,862	458,129	458,129	458,129	446,524
Transfer to Reserves - Fund 126	50,004	50,000	50,000	50,000	48,000
Total Expenditures	6,397,373	6,907,354	7,018,866	7,018,866	7,355,162
Ending Balance	1,223,379	1,218,060	1,106,548	1,064,273	1,193,511

2018 Budget Appropriation	8,548,673
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SELF INSURANCE FUND 503

SUMMARY

Expenditure Budget	\$ 7,910,761	FTE's	0.0
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REVENUE DESCRIPTION

Revenue sources include contributions from various funds through interfund assessments, interest earnings, and other miscellaneous revenues.

The method used to distribute the *Workers' Compensation* cost of service to the departments is based on an average of the past five years actual claims experience. The 2018 interfund service charge revenue budget of \$2,744,461 for workers' compensation claims and expenses reflects an increase of \$122,647 from the 2017 revenue budget of \$2,621,814.

The method used to distribute the *Tort Claims* cost of service to the departments is based on an average of the past five years actual claims experience. The 2018 interfund service charge revenue budget of \$1,469,265 for tort claims and expenses reflects an increase of \$672,974 from the 2017 revenue budget of \$796,291.

The method used to distribute the *Insurance Premiums* cost of service to the departments is based on the purpose of the insurance. The 2018 interfund service charge revenue budget of \$2,608,594 for insurance premiums reflects a decrease of \$41,785 from the 2017 revenue budget of \$2,650,379.

The method used to distribute the *Unemployment Insurance* cost of service to the departments is based on an average of the past five years actual claims experience. The 2018 interfund service charge revenue budget of \$124,268 for unemployment benefits reflects a decrease of \$43,967 from the 2017 revenue budget of \$168,235.

There will be no 2018 assessment against Fund 401 – Utilities for the *Culmback Dam program*. Interest income will continue to accrue to the fund balance.

INVENTORY OF SERVICES**DEPARTMENT 503/Self-Insurance Fund ACTIVITY 1 - Workers' Compensation**

LABOR	\$0
M&O	3,015,206
Revenue Offset	(2,744,461)
NET COST	\$270,745
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> Fulfills the City's self-insurer obligations of the State Industrial Insurance Act Provides for the payment of Workers' Compensation benefits and related expenses
EXPECTED RESULTS	<ul style="list-style-type: none"> Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve

DEPARTMENT 503/Self-Insurance Fund ACTIVITY 2 - Tort Liability & Insurance Premiums

LABOR	\$0
M&O	4,685,555
Revenue Offset	(4,077,859)
NET COST	\$607,696
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> Provides for the payment of claims, judgments and related expenses arising out of torts, per Ordinance No. 3506, which created Fund 141 in 1955 (now Fund 503, Program 141) Provides for the payment of insurance premiums, per Ordinance No. 2029-94, which created Fund 503, Program 502 Pays tort claims and expenses not covered by insurance or within deductible or retained amounts
EXPECTED RESULTS	<ul style="list-style-type: none"> Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserves

DEPARTMENT 503/Self-Insurance Fund ACTIVITY 3 - Unemployment Compensation

LABOR	\$0
M&O	210,000
Revenue Offset	(124,268)
NET COST	\$85,732
TOTAL FTEs	0

DESCRIPTION	<ul style="list-style-type: none"> Pays the actual benefit cost for unemployment claims filed by former City employees (the City became a self-insurer in 1978) Reimburses the state on a quarterly basis for unemployment claims per Ordinance No. 542-78, which created Fund 601 (now Fund 503, Program 601)
EXPECTED RESULTS	<ul style="list-style-type: none"> Maintain fund integrity through adequate funding of operating expenses and the self-insurance reserve

INVENTORY OF SERVICES (Continued)**DEPARTMENT** 503/Self-Insurance Fund **ACTIVITY** 4 - George Culmbach Dam

LABOR	\$0
M&O	0
Revenue Offset	0
NET COST	\$0
TOTAL FTEs	0

DESCRIPTION

- The Culmbach Dam Fund was created in 1979 by mutual agreement with Snohomish County PUD No. 1 to self-insure the primary layer of liability insurance (\$500,000) for liability arising out of the Dam operations
- Ordinance No. 607-79 created Fund 602 (now Fund 503, Program 602) to provide for the payment of the City's share of any liability claims; to date, no claims have been filed
- Due to insurance market conditions over time, the PUD and the City have increased the retention level and increased the reserve balance accordingly

EXPECTED RESULTS

- Maintain fund integrity

BUDGETED EXPENDITURES

	2016 Actual	2017 Adopted Budget	2017 As Amended 9/20/2017	2017 Estimate	2018 Proposed Budget
Fund 503 - Self Insurance Fund					
Program 000 - Workers Comp. Self-Ins.					
Revenue					
Beginning Balance	2,739,109	1,741,120	1,741,120	3,399,643	1,888,638
Interfund Revenue - General Fund	1,745,701	1,311,169	1,311,169	-	1,324,998
Interfund Revenue - Other Funds	1,349,412	1,310,645	1,310,645	1,310,645	1,419,463
Miscellaneous Revenue	110,845	50,000	50,000	78,013	50,000
Interest Earnings	42,641	28,729	28,729	42,000	32,107
Total Available	5,987,708	4,441,663	4,441,663	4,830,301	4,715,206
Expenditures					
Workers Comp Administration	365,975	563,839	563,839	563,839	577,935
Medical Claims	738,543	1,041,748	1,041,748	1,041,748	1,067,793
Time Loss	1,113,910	915,842	915,842	915,842	938,738
Permanent/Partial Disability Payments	369,637	420,234	420,234	420,234	430,740
Total Expenditures	2,588,065	2,941,663	2,941,663	2,941,663	3,015,206
Ending Balance	3,399,643	1,500,000	1,500,000	1,888,638	1,700,000

BUDGETED EXPENDITURES (continued)

	2016 Actual	2017 Adopted Budget	2017 As Amended 9/20/2017	2017 Estimate	2018 Proposed Budget
Fund 503 - Self Insurance Fund					
Program 141 - Tort Liability Revenue					
Beginning Balance	4,405,965	4,479,792	4,479,792	5,377,051	4,710,735
Intfnd Svc Chgs-Gen Govt Claims	892,419	499,131	499,131	-	808,875
Intfnd Svc Chgs-Other Fds Claims	1,102,891	297,160	297,160	367,160	660,390
Interest Earnings	64,940	73,917	73,917	65,000	70,000
Miscellaneous Revenue	-	-	-	1,524	-
Total Available	6,466,215	5,350,000	5,350,000	5,810,735	6,250,000
Expenditures					
Professional Services	307,347	600,000	600,000	300,000	600,000
Judgments and Settlements	781,817	1,250,000	1,250,000	800,000	1,250,000
Total Expenditures	1,089,164	1,850,000	1,850,000	1,100,000	1,850,000
Ending Balance	5,377,051	3,500,000	3,500,000	4,710,735	4,400,000
Program 502 - Insurance Premiums Revenue					
Beginning Balance	512,429	483,121	483,121	1,478,513	476,461
Intfnd Svc Chgs-Gen Govt Premiums	1,706,728	853,023	853,023	-	861,175
Intfnd Svc Chgs-Otr Fds Premiums	1,916,448	1,797,356	1,797,356	1,797,355	1,747,419
Interest Earnings	3,057	500	500	500	500
Miscellaneous Revenue	42	-	-	93	-
Total Available	4,138,704	3,134,000	3,134,000	3,276,461	3,085,555
Expenditures					
Premium Payments	2,660,191	2,884,000	2,884,000	2,800,000	2,835,555
Total Expenditures	2,660,191	2,884,000	2,884,000	2,800,000	2,835,555
Ending Balance	1,478,513	250,000	250,000	476,461	250,000
Program 601 - Unemployment Comp. Revenue					
Beginning Balance	171,881	188,652	188,652	362,939	282,732
Interfund Revenue - General Fund	261,314	112,442	112,442	-	81,710
Interfund Revenue - Other Funds	65,172	55,793	55,793	55,793	42,558
Interest Earnings	3,262	3,113	3,113	4,000	3,000
Total Available	501,629	360,000	360,000	422,732	410,000
Expenditures					
Unemployment Expenses	138,690	210,000	210,000	140,000	210,000
Total Expenditures	138,690	210,000	210,000	140,000	210,000
Ending Balance	362,939	150,000	150,000	282,732	200,000
Program 602 - Culmback Dam Self-Ins. Revenue					
Beginning Balance	3,063,197	3,111,197	3,111,197	3,110,581	3,158,581
Interest Earnings	47,384	51,335	51,335	48,000	53,696
Total Available	3,110,581	3,162,532	3,162,532	3,158,581	3,212,277
Expenditures					
Miscellaneous	-	-	-	-	-
Total Expenditures	-	-	-	-	-
Ending Balance	3,110,581	3,162,532	3,162,532	3,158,581	3,212,277
2018 BUDGET APPROPRIATION - FUND 503 TOTAL					17,673,038

COMPUTER RESERVE FUND 505

SUMMARY

Expenditure Budget	\$ 2,553,087	FTE's	0.0
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REVENUE DESCRIPTION

The Computer Reserve is funded by interdepartmental revenues. Computing device counts and FTE counts provide the primary basis for the amounts charged to each department.

INVENTORY OF SERVICES

DEPARTMENT 505/Computer Reserve Fund ACTIVITY 1-Technology Acquisition and Maintenance

M&O	\$1,608,486
CAPITAL OUTLAY	\$944,601
Revenue Offset	(2,594,017)
NET REVENUE	(\$40,930)
TOTAL FTEs	0

DESCRIPTION

- Funds the PC Replacement Account, which centralizes the replacement of all City PCs according to a pre-determined schedule
- Funds the Replacement Account, which accumulates funds to replace, improve, or expand the City's technology/network infrastructure and software as needs arise
- Funds the Maintenance Contracts Account, which provides a funding source for payment of technology-related annual maintenance contracts
- Funds the Special IT Projects Account, which provides a funding source for new initiatives that are not part of a standard maintenance and replacement program

EXPECTED RESULTS

- Provide a stable funding source for technology-related expenses

2017

ACCOMPLISHMENTS

- ◆ Implemented CommVault for backups and email archiving, and integrated with Mobile Guard text archiving. The City can now backup to Microsoft Azure and apply proper records retention policies to email and text messages.
- ◆ Implemented new Business and Occupation Tax and License system. The new system supports the current municipal code, and provides Finance the ability to adjust to changes relating to regulatory, tax, and fees.
- ◆ Upgraded Kronos Telestaff scheduling for Police. The new system provides improved Police staff remote scheduling functionality, and increases efficiency by integrating with Kronos Timekeeping.
- ◆ Implemented the necessary technology environment at the disaster recovery site to support business resumption of critical services, and documented the IT disaster recovery plan.
- ◆ Upgraded Fire inspection system and transitioned records management away from New World. The new systems increase Fire staff efficiency by providing more robust capabilities in the field, and simplified data entry versus previous systems.

2018 GOALS

Goal #1

- Improve City security by implementing Advanced Threat Protection for Windows Defender and Exchange Online by 10/1/2018. Advanced Threat Protection will integrate with the existing Advanced Threat Analytics to provide a single pain of glass when responding to security threats and increase IT efficiency when responding to threats.

Goal #2

- Upgrade enterprise core financial system, and convert database from Oracle to Microsoft SQL by 8/1/2018. The upgrade will improve staff efficiencies by eliminating work-arounds, and fixing known bugs that are resolved in newer releases of the software.

Goal #3

- Increase City efficiency by reducing the parking violation rate to an industry acceptable level and increase City effectiveness of citation management by eliminating citation loss during the lifecycle of a ticket by 4/1/2018. The new solution will improve how the City processes and tracks parking tickets and permits by eliminating outdated systems, manual processes, and cumbersome hardware.

INVENTORY OF SERVICES (continued)

Goal #4	■ Improve the City's IT infrastructure by replacing aging network equipment and upgrading security alliances by 12/1/2018. Upgrading equipment will keep City infrastructure modern, help protect from failure, and ensure vendor support.
Goal #5	■ Complete the city-wide Windows 10 upgrade by 5/1/2018. The upgrade proactively prepares the City for the eventual end-of-life of Windows 7 in 2020, and provides the capability to leverage advanced security protection available in Windows 10.
Goal #6	■ Implement Operations Management Suite to provide IT staff with automation controls, insight, and analytics into cloud and on premise computer workloads by 4/1/2018.
Goal #7	■ Expand City services by upgrading Utility Billing and implementing a customer portal by 10/1/2018. This will expand services to utility customers by providing a customer portal to request services, review billing history, and an improved bill payment experience.
Goal #8	■ Increase City efficiency by implementing a consolidated city training management system by 5/1/2018. The new system will consolidate multiple sources from various departments to one single training management system to track, and as appropriate, deliver training city wide.
Goal #9	■ Upgrade enterprise mail system by migrating to Exchange Online by 10/1/2018. Exchange Online will reduce the overhead of supporting Exchange on premise, and provide better resiliency by being hosted in the Microsoft cloud.
Goal #10	■ Improve security by migrating Fire from the regional SNOPAC hosted Mult-IP VPN solution to the Everett public safety NetMotion Mobility VPN solution by 8/1/2018.
Goal #11	■ Increase City efficiency by implementing iTRAKiT to allow the building and permitting department to complete electronic inspections in the field by 11/1/2018. The enhancement to the existing system will improve how the City tracks and completes building and permit inspections by eliminating manual and paper processes.

FUTURE TRENDS	■ Computing strategies will need to focus on the mobile person with computing everywhere around them.
	■ Future software solutions must support embedded analytics and integrate into existing platforms that are integrated into our business processes and routine user activities.
	■ Cloud computing will drive future delivery models. Software and hardware lifecycle replacements must take this into account.
	■ Future technology solutions should support adaptive security architecture by integrating with user, group, or entity behavior analytics or has built in security self-testing, self-diagnostics, or self-protection.

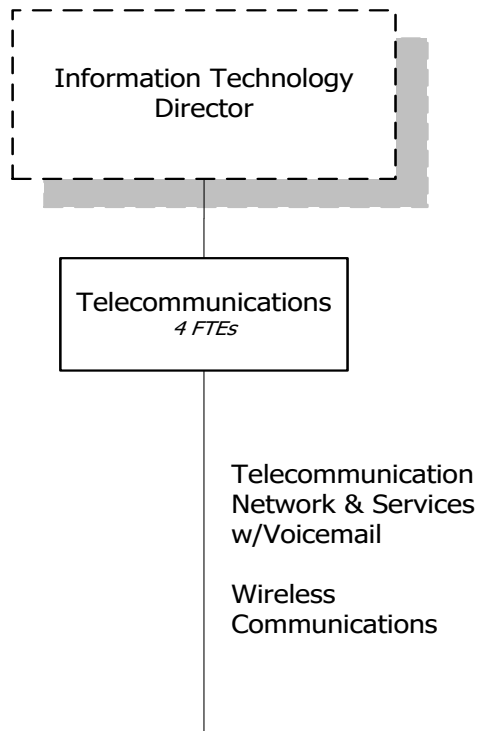
BUDGETED EXPENDITURES

	2016	2017	2017	2017	2018
	Actual	Adopted	As Amended	Estimate	Proposed
Fund 505: Computer Equipment Reserve		Budget	9/20/2017		Budget
Revenue					
Beginning Balance	1,531,506	1,182,777	1,355,077	1,883,909	1,702,940
Maintenance Contracts	1,496,280	1,338,123	1,338,123	1,338,123	1,608,486
PC Replacement Account	250,032	257,855	257,855	257,855	231,392
Technology Refresh Account	565,817	507,503	507,503	507,503	503,646
Special Projects Account	-	672,663	672,663	564,788	250,493
Transfer In	61,363	-	-	125,000	-
Interest Earnings	31,821	20,500	20,500	20,500	29,801
Total Available	3,936,819	3,979,421	4,151,721	4,697,678	4,326,758
Expenditures					
Maintenance Contracts	1,009,515	1,338,123	1,338,123	1,520,333	1,608,486
PC Replacement Account	141,811	265,897	265,897	265,897	330,323
Technology Replacement Account	901,585	461,340	633,640	643,720	363,785
Special Projects Account	-	672,663	672,663	564,788	250,493
Total Expenditures	2,052,911	2,738,023	2,910,323	2,994,738	2,553,087
Ending Balance	1,883,909	1,241,398	1,241,398	1,702,940	1,773,671
2018 Budget Appropriation					4,326,758

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TELECOMMUNICATIONS FUND 507

ORGANIZATION CHART



TELECOMMUNICATIONS FUND 507

MISSION STATEMENT

To provide state-of-the-art telecommunication services to City departments, Administration, and City Council, thereby enhancing accessibility of the citizens to City government.

SUMMARY

Expenditure Budget	\$ 1,344,434	FTE's	4.0
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REVENUE DESCRIPTION

Interdepartmental revenues support this fund. The number of telephones and voicemail boxes assigned provides the basis for the amount charged to each department.

INVENTORY OF SERVICES**DEPARTMENT** 507/Telecommunications Division **ACTIVITY** 1 - Telecommunications Network & Services

LABOR	\$261,628
M&O	694,225
Revenue Offset	(955,853)
NET REVENUE	\$0
TOTAL FTEs	2.10

DESCRIPTION

- Manages citywide telecommunications network including equipment, service, long distance, voice, voice messaging, television services, and video conferencing
- Manages the day-to-day operation and repair of the voice network
- Maintains and provides citywide directory services
- Manages citywide call accounting system

EXPECTED RESULTS

- Provide telecommunication services to all City buildings with continued and improved public access to City staff and services via telephone, fax, data, voicemail, and video conferencing
- Provide 24-hour network support, utilizing city staff, certified NEC PBX technicians, and certified AVST voicemail technicians, to include work orders and trouble tickets for the telephone and voicemail systems
- Provide timely and accurate in-house directory services on-line and hard copy and coordinated directory services with the local telephone company to include listings, yellow page advertisements and on-line services
- Provide citywide call accounting system, including monthly usage reports to departments
- Produce accurate equipment and service billings
- Obtain authorization for new/additional equipment and services that enhance operation of the telecommunications network

2017**ACCOMPLISHMENTS**

- ◆ Upgraded hardware and software for more than 50 NEC desk phones
- ◆ Upgraded the AVST Voice Processing System to the latest release
- ◆ Installed TeamQ Call Processing System
- ◆ Successfully integrated Telecommunications staff with IT Network and Operations Teams

2018 GOALS

- Goal #1 ■ Upgrade NEC digital cards to support newly released NEC equipment, upgrade the MA4000
- Goal #2 ■ Complete testing and implement the AVST Team Q as a replacement for ACD/UCD
- Goal #3 ■ Continue our review of the network, all line services and expenses in an effort to eliminate or reduce our current expenses and to improve service
- Goal #4 ■ Integrate NEC phone system with Skype for Business

FUTURE TRENDS

- Rapid advancement in telecommunications technology

PERFORMANCE MEASURES

	2016	2017 Est.	2018 Est.
🚩 Number of telephones supported	1,680	1,696	1,696
🚩 Number of conference calls	238	240	230
🚩 Number of work order/trouble tickets	385	527	300
🚩 Incoming calls processed	805,757	1,006,512	1,100,000
🚩 Total calls processed	1,826,310	1,781,048	1,800,000
🚩 Number of calls to voicemail	985,932	522,192	600,000
🚩 Number of voicemail boxes supported	1,427	1,427	1,427

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Manager	.10	Telecommunications Assistant	.30
Network Systems Analyst	1.70		

INVENTORY OF SERVICES (Continued)**DEPARTMENT 507/Telecommunications Division****ACTIVITY 2 - Wireless Communications**

LABOR	\$249,038
M&O	139,543
Revenue Offset	(382,897)
NET COST	\$5,684
TOTAL FTEs	1.90

DESCRIPTION	<ul style="list-style-type: none"> ■ Maintains and manages citywide cellular telephone, Smartphones, data cards, pager, and accessory inventory ■ Analyzes new equipment to determine if it meets standard for placement in our system ■ Manages the wireless vendors ■ Manages the distribution of equipment, accessories, and service, and provides repair and training ■ Manages billings, rate plans, and reimbursement process for personal calls ■ Advises City staff on rate plans, equipment, accessories, and provides 24-hour support on all cellular and paging equipment, accessories, and service ■ Reviews and approves all wireless service and equipment billings, adjusting rate plans based on employee usage and activities
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EXPECTED RESULTS	<ul style="list-style-type: none"> ■ Maintain adequate stock of spare equipment and accessories necessary to meet the day-to-day demands of City staff and provide same-day replacement of equipment that has been lost or damaged ■ Review and test new equipment for durability, visuals, and ease of use before adding to the approved and recommended equipment list ■ Foster a solid and proactive relationship with each of the wireless vendors, including them as a member of the team that supplies and supports the City's wireless needs
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2017

ACCOMPLISHMENTS	<ul style="list-style-type: none"> ◆ Upgraded 95 cellular phones, 25 wireless data cards, and implemented 115 Wireless Modems for Police, Fire, and Utilities Scada Networks. ◆ Audited Verizon Wireless cellular bills and adjusted more than 70 rate plans to the most cost-effective plans while maintaining adequate service levels. ◆ Added the push-to-talk feature to more than 80 cellular telephones for instant communications ◆ Deployed Verizon private network for SCADA and Public Safety VPN terminating on premise and in Azure ◆ Successfully integrated Telecommunications staff with IT Network and Operations Teams
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2018 GOALS

Goal #1	■ Add QOS to wireless data cards for first responders, and continue to upgrade existing users to the iPhone6 to improve work mobility
Goal #2	■ Provide state-of-the-art, cost-effective equipment and service for our customers while reviewing all service plans and equipment in an effort to reduce the overall expense
Goal #3	■ Deploy connected vehicle strategy to Everett Police

FUTURE TRENDS

- Rapid technological advancement in telecommunications
- The Internet of devices is creating opportunities for more direct integration of the physical world into computer-based systems
- Computing strategies will need to focus on the mobile person with computing everywhere around them

PERFORMANCE MEASURES

	2016	2017 Est.	2018 Est.
🚩 Number of cellular telephones supported	380	323	340
🚩 Number of smart devices supported	139	180	200
🚩 Number of wireless data plans	360	360	365
🚩 Cellular rate plan adjustments	148	300	50
🚩 Number of wireless priority service emergency services	22	22	22

POSITION SUMMARY	FTE	POSITION SUMMARY	FTE
Telecommunications Assistant	.70	IT/Telecommunications Manager	.90
Network Systems Analyst	.30		

THREE-YEAR PERSONNEL COMPARISON

Class	Title	2016	2017	2018
6208	Telecommunications Manager	1.0	1.0	1.0
2015	Telecommunications Assistant	1.0	1.0	1.0
1410	Network Systems Analyst	1.0	2.0	2.0
TOTAL FTE		3.0	4.0	4.0

BUDGET CHANGES

This schedule includes only staffing and new program changes from the 2017 Adopted Budget to the 2018 Proposed Budget. It excludes labor cost changes related to cost of living, step, or benefits changes.

FTE	Item	Labor Amount	M & O Amount	Total
	None			-
	Total	-	-	-

BUDGETED EXPENDITURES

	2016 Actual	2017 Adopted Budget	2017 As Amended 9/20/2017	2017 Estimate	2018 Proposed Budget
Fund 507: Telecommunications					
Revenue					
Beginning Balance	471,335	474,944	474,944	503,985	329,922
Interfund Revenue	1,258,260	1,306,173	1,306,173	1,306,173	1,338,750
Miscellaneous	2,177	-	-	-	-
Interest Earnings	8,924	10,000	10,000	8,100	8,500
Total Available	1,740,696	1,791,117	1,791,117	1,818,258	1,677,172
Expenditures					
Salaries & Benefits	358,341	484,499	484,499	484,499	510,666
M & O	5,739	6,348	6,348	6,348	6,548
Pagers	1,679	1,704	1,704	1,704	330
Cellular Telephone Service	154,966	154,260	154,260	154,260	139,213
Network Maintenance Agreements	229,748	238,498	238,498	238,498	87,206
T-1 Spans	152,760	221,964	221,964	221,964	225,764
Network Operating Costs	132,529	140,420	140,420	140,420	138,594
Directory Advertising	4,014	4,943	4,943	4,943	500
Installation Charges	1,147	18,000	18,000	18,000	18,000
Long Distance Service	12,409	15,000	15,000	15,000	15,000
Business/Data/Radio Service	80,207	85,476	85,476	85,476	88,236
Tools/Telephone Supplies	31,356	31,680	31,680	31,680	31,680
InterFund Services & Charges	42,402	49,544	49,544	49,544	46,697
New/Replacement Equipment	29,414	36,000	36,000	36,000	36,000
Total Expenditures	1,236,711	1,488,336	1,488,336	1,488,336	1,344,434
Ending Balance	503,985	302,781	302,781	329,922	332,738

2018 Budget Appropriation	1,677,172
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EMPLOYEE HEALTH BENEFITS RESERVE FUND 508

SUMMARY

Expenditure Budget	\$17,925,000	FTE's	0.0
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REVENUE DESCRIPTION

City departments are charged for their employee's health benefit costs.

RESERVES





It is the City's policy to maintain 8 weeks of reserves for incurred but not reported (IBNR) claims, 8 weeks of reserves for claims contingency, and aggregate stop loss insurance in the amount of 125% of expected claims in accordance with solvency requirements in WAC 200-110-040.

INVENTORY OF SERVICES

DEPARTMENT 508/Health Benefits Reserve **ACTIVITY** 1 - Self-Insured Medical and Dental Benefits

LABOR	\$0
M&O	17,925,000
Revenue Offset	(16,894,600)
NET COST	\$1,030,400
TOTAL FTEs	0


DESCRIPTION

-  Provides employee medical, prescription, and dental benefits
-  Carries stop-loss insurance for aggregate claims exceeding 125% of expected paid claims
-  Carries stop-loss insurance for individual claims exceeding \$200,000
-  Maintains reserves for incurred but not reported (IBNR) liabilities and claims volatility

EXPECTED RESULTS

-  Stable funding for employee medical, prescription, and dental benefits

FUTURE TRENDS

-  Rising medical benefit costs continue to be a national issue

PERFORMANCE MEASURES

-  Provided health and dental benefits for approximately 928 employees and their dependents

BUDGETED EXPENDITURES

	2016	2017	2017	2017	2018
	Actual	Adopted Budget	As Amended 9/20/2017	Estimate	Proposed Budget
Fund 508: Health Benefits Reserve					
Revenue					
Beginning Balance	5,908,487	6,413,207	6,413,207	7,438,015	7,113,576
COBRA Administrative Fee	5,608	4,500	4,500	4,500	6,000
Interest Earnings	107,465	90,000	90,000	90,000	95,000
COBRA Premiums	293,313	230,000	230,000	200,000	213,600
Interfund Contribution	13,926,293	14,215,811	14,215,811	15,070,061	15,280,000
Employee Trust Contribution	1,249,049	1,372,477	1,372,477	1,300,000	1,300,000
Miscellaneous Revenue	385,011	-	-	126,000	-
Total Available	21,875,226	22,325,995	22,325,995	24,228,576	24,008,176
Expenditures					
M & O	135,312	10,000	10,000	10,000	10,000
Professional Services	1,082,107	1,150,000	1,150,000	1,275,000	1,225,000
Medical and Dental Benefits	13,219,792	14,464,417	14,464,417	15,830,000	16,690,000
Total Expenditures	14,437,211	15,624,417	15,624,417	17,115,000	17,925,000
Ending Balance Before Reserves	7,438,015	6,701,578	6,701,578	7,113,576	6,083,176
Less Incurred But Not Reported (IBNR)	2,626,787	2,626,787	2,626,787	2,602,551	2,736,599
Less Claims Contingency Reserve	2,626,787	2,626,787	2,626,787	2,602,551	2,736,599
Ending Balance	2,184,441	1,448,004	1,448,004	1,908,474	609,979
2018 Budget Appropriation					24,008,176